

ABSTRACT

(Fig. 1)

5 The invention relates to a control module for a computer
chat system which includes one or more customer chat
clients; one or more agent chat clients; and a chat
server arranged to establish an on-line conference
between at least one customer chat client and at least on
agent chat client, by which conference said chat clients
10 may exchange messages for rendering to respective client
users. The control module is arranged so messages
received from customers are classified to determine the
nature of the message and are then allocated to an agent
who has the skill or capability to deal with at least
15 part of the message. Further queries made by the
customer in the same chat session also undergo
classification and may be allocated to a different agent.
In the preferred arrangement, a change from one agent to
another is seamless from the point of view of the
20 customer.

10035785-102301